

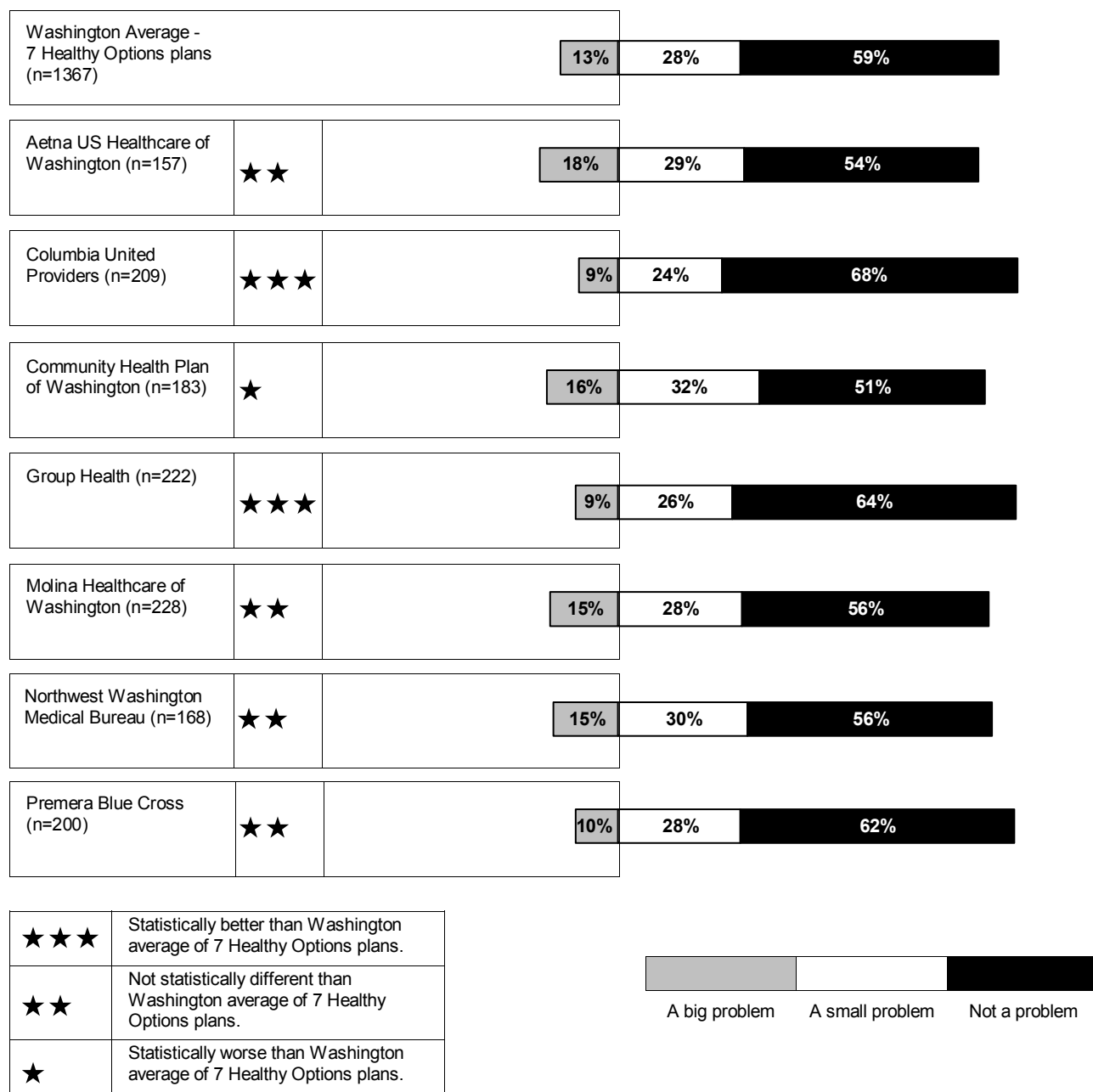
Healthy Options - Adults

Core CAHPS Questions

Composite

Health Plan Customer Service and Paperwork

This chart summarizes the responses to survey questions 55, 57, and 63 contained in the composite, "Health Plan Customer Service and Paperwork." Individual question-level responses immediately follow.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

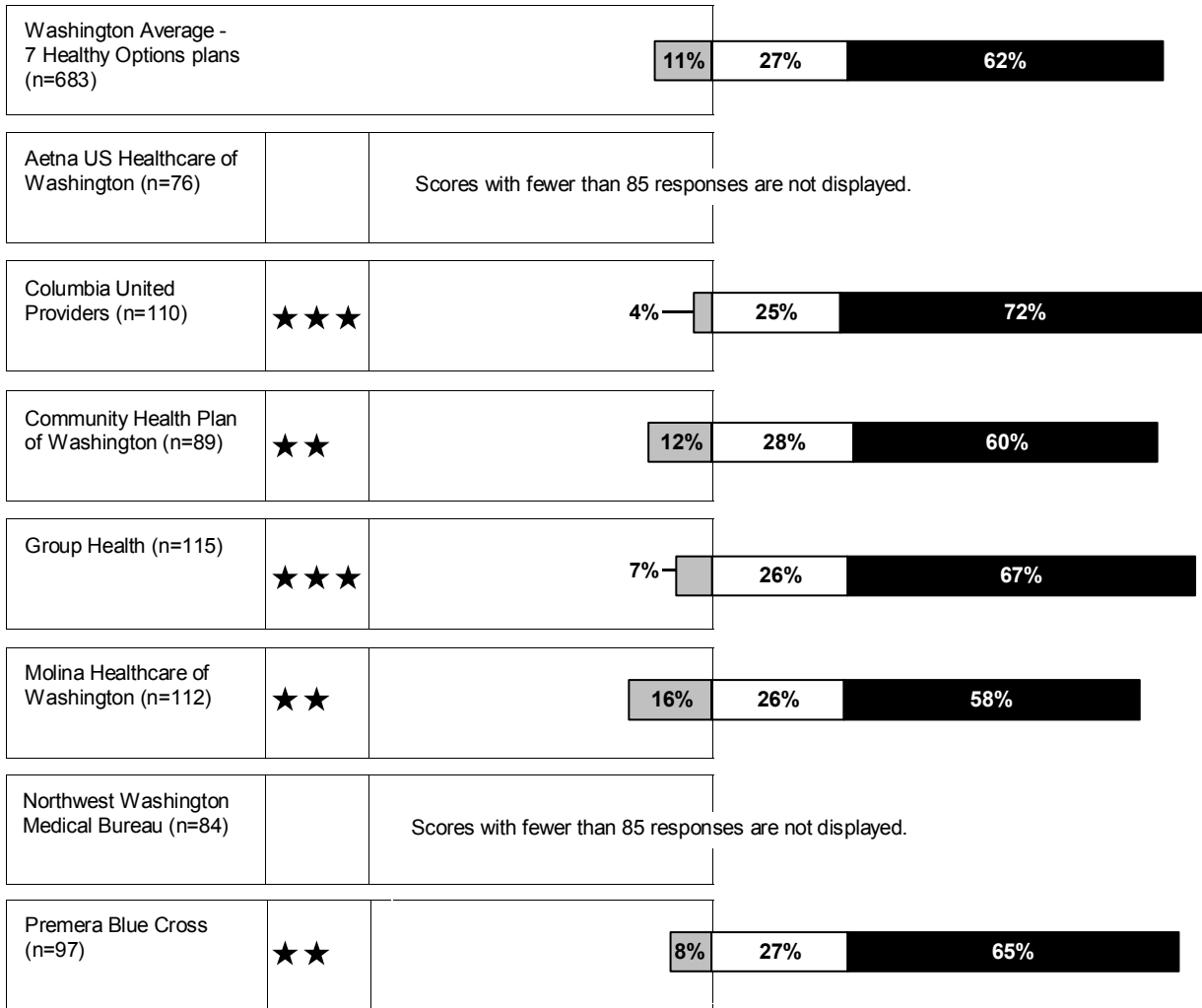
Healthy Options - Adults

Core CAHPS Questions

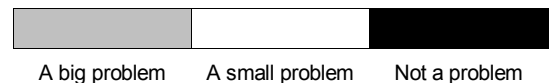
Question 55

Health Plan Customer Service and Paperwork

Q55. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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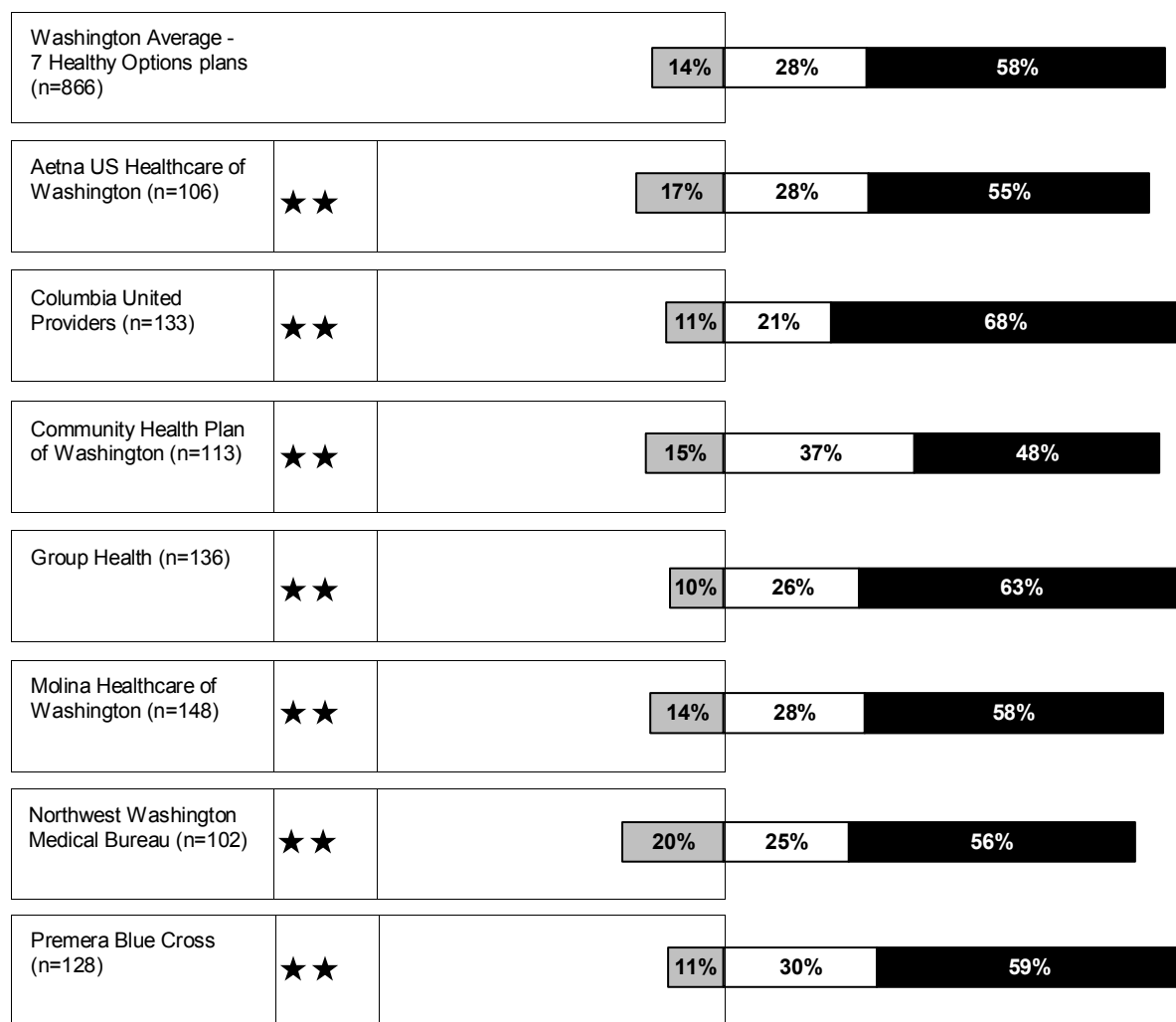
Healthy Options - Adults

Core CAHPS Questions

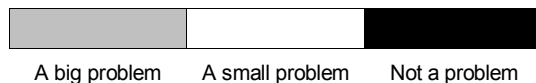
Question 57

Health Plan Customer Service and Paperwork

Q57. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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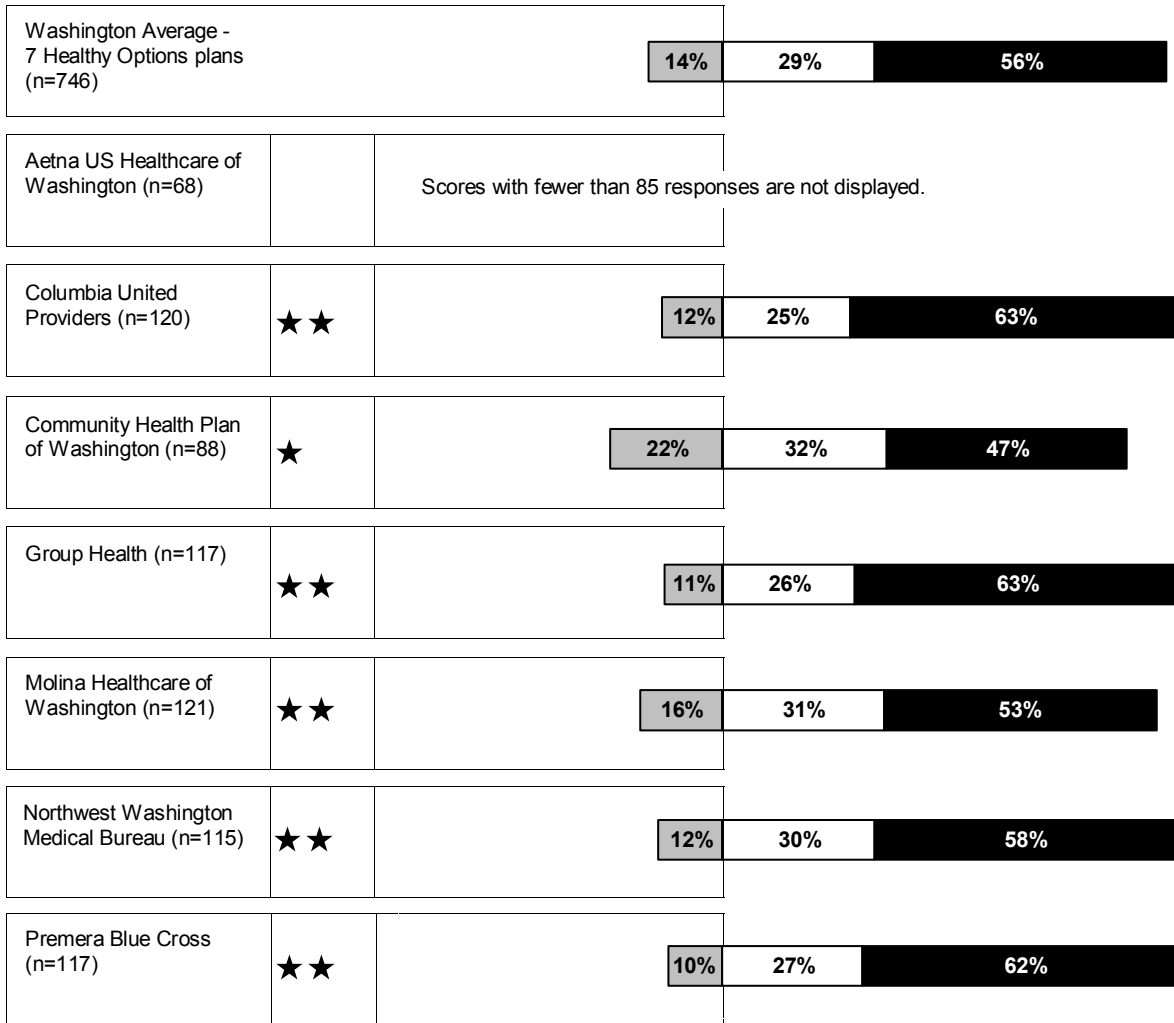
Healthy Options - Adults

Core CAHPS Questions

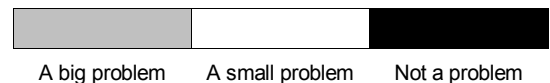
Question 63

Health Plan Customer Service and Paperwork

Q63. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your health plan?"



★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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